

EXHIBIT C

LEGACY BID PROPOSAL EXCERPTS

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Legacy's Response to Douglas County, OR RFP No. 077 for Inmate Communication Services

Experience the Difference of True Single Source Control

Inmate Communication | Correctional Products | Technology | Support

Darryl Hughes

National Director, Business Development

Douglas County's Point of Contact

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Legacy Inmate Communications

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Douglas County, Oregon

RFP No. 077

Due Date: October 1, 2015

Douglas County Department of Management and Finance
Room 301, Douglas County Courthouse
1036 SE Douglas Avenue
Roseburg, OR 97470
Attn: Sarah Meyer, Accounting Tech

September 29, 2015

Dear Ms. Meyer and Douglas County,

Legacy would like to thank Douglas County for a second opportunity to submit a proposal to provide inmate communication services for your facilities. We are honored to have received a favorable evaluation by Douglas County during the previous bid process. With the release of this new RFP, Legacy has taken the opportunity to improve even further upon our proposal from 2014 in several important ways:

- **Additional avenues for communication and revenue generation.** Since submitting our previous proposal, Legacy has expanded upon our product and service offering, especially when it comes to extra options and value added services. We now offer inmates and their friends and family even more affordable ways to stay connected. Email, Voicemail, and Video Messaging services are all included in Legacy's offer to Douglas County. These services are already proving to be very popular in the facilities where we have implemented them. While these services are entirely optional, should Douglas County choose to offer them they will be available at absolutely no cost to the County and without any reduction in our proposed commission offer. In fact, Legacy is proposing to share a commission percentage of the revenue generated from these services with the County, as detailed in our financial offer.
- **A more detailed and comprehensive installation and maintenance plan.** After assessing the unique needs and layout of the Douglas County facilities, Legacy has created an installation plan carefully designed to result in the most successful and efficient turnkey installation of our equipment and services. Legacy is exceptionally experienced in transferring Global Tel*Link (GTL) accounts to our service. Over the past few years, Legacy has successfully transferred 10 detention facilities from GTL including Doña Ana County Detention Facility (1,000 beds) and Hampton Roads Regional Jail (1,250 beds). This means, on average, we begin transitioning a new GTL account every 3.5 months. Douglas County can rest assured that the transition to our services will be seamless.
- **Video Visitation commission will be paid immediately.** In our 2014 proposal, Legacy specified that commission would be paid on the revenue generated from video visitation beginning one year post-implementation. While we have slightly decreased our VVS commission offer this time around, that commission will be paid to Douglas County immediately upon implementation of our service.



"I find that the little things add up to a lot, especially when it comes to quality in craftsmanship, and Legacy takes time with the little things and that says quite a lot about their company."

– Lt. Caleb Erickson, Whatcom County Sheriff's Office, Washington

While the above points represent ways that Legacy has improved upon our offering since last year, we would also like to remind the County of the reasons that have *always* made Legacy the right fit for Douglas County.

Legacy is different from other vendors, in all the right ways:

- **What you see is what you get.** There won't be any surprises once we enter the contract negotiation stage with Douglas County. When we say that we will provide a service to Douglas County at no cost, we mean it. The technology, products, services, and financial offer we have proposed here are representative of what will end up in the final contract.
- **Keeping communication affordable for your constituents is important to us.** One of the key things that has always set Legacy apart from its competition is the fact that we do not charge excessive and deceptive fees. Our fees represent some of the lowest (if not *the* lowest) fees in the industry. We believe that keeping communication affordable for inmates and their friends and family is very important for maximizing a correctional facility's call volume and the benefits associated with frequent communication—namely reduced inmate recidivism and aggression. We invite the County to review the case studies included with our proposal. These are great examples of what occurs every time Legacy takes over service at a facility that was previously serviced by another vendor—call volume increases significantly. One of the most important reasons this occurs is that we significantly decrease the overall cost to the consumer—*especially* the fees that go beyond the call rates. When constituents can afford to communicate more often with their incarcerated loved one, they do.
- **We are passionately devoted to delivering outstanding customer service.** Ask any of our clients and they'll tell you—service is where Legacy really shines. We continually strive to provide each of our valued clients with only the highest level of service and support. We'll provide you with certified and reliable local technicians, and you'll always have access to qualified facility support personnel 24 hours a day, 365 days a year. iCON is designed to make service and repair requests easy—the County may report, track, and view notes on problem resolution all in real time, directly from the same system used for all of the County's inmate communication needs. Compared to the industry average, our guaranteed service response levels are exceptional. And for inmates' friends and family, we have a 24/7 in-house call center with live operators ready to answer questions about prepaid accounts, billing, or any other aspect of service.



"I have been completely impressed with the customer service. From install to maintenance of the phone system, I have found everyone to be helpful and knowledgeable. Customer service is definitely Legacy's strength."

– Sergeant J. LaPointe, Jail Operations, Costa Mesa Police Department, California



"I really appreciate the prompt punctuality in resolving problems and how supportive their customer service is. They really have a willingness to keep the system operational at all times. That is a real asset since broken phones means no revenue coming in."

– Chris Hobbs, Jail Team Leader, Hurst Police Department, Texas



“[Legacy] has allowed a level of confidence in the follow-through that I seldom experience with other vendors...Being a small facility we don't often receive the attention and quality service that is often reserved for larger, more profitable facilities. That attention only adds to the satisfaction we have being able to work with the staff at Legacy.”

– Mike McGinnis, Administrative Officer, Lynwood Police Department, Washington

Legacy's Offer in a Nutshell

Legacy is proposing to supply the Douglas County facilities with its state-of-the-art iCON system, thirty-five (35) inmate telephones, sixteen (16) video visitation kiosks, as well as visitation phones, portable phone carts, and TDD/TTY units as needed.

We are proposing two options for the County's call rate and commission structure. The call rates outlined in **Option 1** come with a commission percentage of **80%** on inmate telephone revenue, **65%** on video visitation revenue, and **50%** on Email, Voicemail, and Video Messaging revenue. The call rates outlined in **Option 2** come with a commission percentage of **75%** on inmate telephone revenue, **65%** on video visitation revenue, and **50%** on Email, Voicemail, and Video Messaging revenue. Unlike our proposal from 2014, the commission for video visitation will be paid immediately instead of after one year post-implementation.

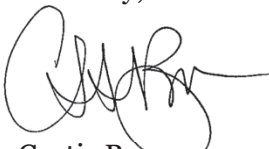
Thank you so much for considering Legacy's proposal. We have carefully considered Douglas County's feedback from the previous evaluation process and improved upon our offering in ways we hope the County will appreciate. We are eager to show throughout our proposal how our unparalleled customer service, exceptional system reliability, honest and transparent business practice, and powerful yet easy-to-use iCON system all combine to make Legacy the ideal candidate for Douglas County's inmate communications provider.



“The system is extremely easy to use, Legacy excels in customer service, has tripled the jail's revenue on inmate phones and quickly responds to repairs as well as request. After a year I do not have anything negative to say about Legacy or any of their personnel.”

– Vicki Smith, Jail Commander, Josephine County Sheriff's Office, Oregon

Sincerely,



Curtis Brown
President & CEO

We have done our best to provide a detailed and informative response while also trying to keep our proposal to a manageable size for County evaluators. If additional material or information is desired throughout the RFP process to help the County make an informed decision, please don't hesitate to contact our staff.

Douglas County's Point of Contact for this Response

Darryl Hughes

National Director of Client Services
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EXECUTIVE SUMMARY

Legacy would like to thank Douglas County for a second opportunity to submit a proposal to provide inmate communication services for your facilities. Legacy is proposing to provide Douglas County with our state-of-the-art iCON system, carrier-grade telephone service, on-site and remote video visitation service, new correctional-grade inmate telephones and video visitation kiosks, and exceptional ongoing technical and customer support.

The iCON™ system is fully integrated with Legacy's own carrier-grade network and comes equipped with advanced technology that offers powerful investigative, call, and video visitation management tools. Legacy's offer includes an Automated Information System (AIS), continuous Voice Biometrics technology, Audio Mining technology, revenue-generating Inmate Email, Voicemail, and Video Messaging Services, Called Number Location Tracking, an Inmate Tip Line, and many more optional features and services—**all at no cost**.

We hope that as the County goes through our detailed responses to its RFP requirements, it will become increasingly clear that Legacy's offering really is the "complete package." We combine advanced yet easy-to-use inmate communications technology with unparalleled service and support, exceptional system reliability, and a unique depth of comprehensive industry experience.

We are honored to have received a favorable evaluation by Douglas County during the previous bid process. With the release of this new RFP, Legacy has taken the opportunity to improve even further upon our proposal from 2014 in several important ways:

- **Additional avenues for communication and revenue generation.** Since submitting our previous proposal, Legacy has expanded upon our product and service offering, especially when it comes to extra options and value added services. We now offer inmates and their friends and family even more affordable ways to stay connected. Email, Voicemail, and Video Messaging services are all included in Legacy's offer to Douglas County. These services are already proving to be very popular in the facilities where we have implemented them. While these services are entirely optional, should Douglas County choose to offer them they will be available at absolutely no cost to the County and without any reduction in our proposed commission offer. In fact, Legacy is proposing to share a commission percentage of the revenue generated from these services with the County, as detailed in our financial offer.
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Legacy is different from other vendors, in all the right ways:

- **What you see is what you get.** Legacy approaches both the competitive bidding process and the contract negotiation process with integrity and transparency. There won't be any surprises once we enter the contract negotiation stage with Douglas County. When we say that we will provide a service to Douglas County at no cost, we mean it. The technology, products, services, and financial offer we have proposed here are representative of what will end up in the final contract.
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EXPERIENCE THAT MATTERS



Legacy Inmate Communications has nearly **twenty (20) years** of experience providing exceptional results. Founded in 1996 by the very same management and ownership team operating the Company today, Legacy has never been bought or sold.

Legacy has a unique kind of quality experience you won't find with other vendors. Legacy is a single source company providing every aspect of service involved in inmate communications, without outsourcing.

Other vendors typically use third-party companies to provide things like billing services, operator services, the actual telephone service, and even the communication management system.

Legacy's Organic Nature As A Telecommunications Company

The reason Douglas County has issued this RFP is because it is seeking a quality inmate communications provider. Telecommunications is the **core nature** of the service you need provided, and Legacy is a **certified telecommunications company**.

Our competitors, however, are mostly software or database companies who just provide telephone service by outsourcing to actual telephone companies (such as AT&T or Verizon). Legacy **is** the telephone company. But we are **also** the software technology company. In fact, Legacy is all of the following in one:



We built iCON from the ground up so every aspect of the system is **completely customizable and secure**.

Telecommunications is the core nature of the service you're requesting. Legacy originates and terminates all calls on our own behalf via our own nationwide, carrier-grade network. **Meaning we complete more calls than any other vendor.**

Legacy can bill calls to any destination number in the world. A call will never fail to be connected due to the lack of a billing agreement.

This unique core differentiator allows **Legacy to fully service three key customers:**

- Correctional Facilities
- Friends and Family
- Inmates

Comprehensive Experience

Legacy doesn't just have nineteen (19) years of experience. Legacy has nineteen (19) years of experience as a telephone company, a software technology company, an operator service provider, *and* a billing services provider. Legacy's industry experience covers all bases, across-the-board, and permeates to every last nook and cranny of service involved in providing your facility's inmate communications service.

Legacy Connects More Calls

Thanks to our organic nature as a telecommunications provider, Legacy connects far more calls than other vendors, **which means you won't be missing out on valuable revenue and investigative opportunities.**

There is a reason our competitors are not able to connect as many calls as Legacy—they are not really telephone companies. When an inmate places a call from a facility serviced by this kind of vendor, that call might get passed between several different phone companies before finally being connected to the called party. This presents a number of issues:

1. The control of the call is not in the hands of the vendor. It is in the hands of all of those other phone companies. Due to the nature of correctional inmate communications, this presents obvious dangers related to security, fraud, and the use of these communications as evidence in a court of law.

- **The Legacy Solution:** Legacy maintains control over every call.

2. If the last company handling the call (the one that terminates the call) does not have a billing agreement in place with the called party's chosen local telephone company, then that call may not be connected because it cannot be billed.

- **The Legacy Solution:** Legacy originates and terminates all calls on our own behalf via our own network. We have billing agreements in place to ensure that any inmate call to any destination in the world will be able to be billed (and therefore will be connected).

Even if you are offered the most advanced investigative technology in the world by all of the bidding vendors, **it means nothing if you don't have a high volume of calls on which to actually use that technology.**

Yes, Legacy can connect a lot more calls as a telephone provider. But because we are *also* a software technology company, **Legacy achieves both:**

1. We connect more calls.
2. We provide state-of-the-art technology to manage and perform powerful investigations on those calls.

Accountability To Every Party - Servicing Your Constituents

Our conscious effort to remain a single source provider goes even further. Legacy has its very own in-house, 24/7, live operator call centers. Until very recently, other vendors did not provide this service at all, but Legacy has been doing so for the past nineteen (19) years. We have also been billing our own calls on our own behalf since our inception in 1996. Many other vendors outsource billing services.

Other vendors simply don't have the extensive infrastructure needed to provide these services, which is why they may outsource. They might say they care about friends and family and your constituents, but if that's true then why do they leave the task of servicing them to other companies?

Legacy is a single company fully accountable to provide a positive user experience at every level. There are three main parties involved in your facility's inmate communications, and Legacy considers **all** of them its customers:

1. **Correctional facilities (You)**
2. **Friends and family**
3. **Inmates**

We will take care of your constituents and inmates because they are our **valued customers.**

iCON™ COMMUNICATION MANAGEMENT SYSTEM

To meet all of the needs described by Douglas County, Legacy is proposing a technical approach that consists of the latest state-of-the-art procedures and methods to provide inmate telephone, video visitation, and electronic messaging services.

This next generation communication processing system has industry leading features that make the administration simple and user-friendly; a **turnkey solution that complies with 100% of the RFP requirements**, giving the facility a modern, up-to-date system; a solution that is focused on improving the fundamentals of industry standard applications, not the just application of the day.

The iCON™ system has been designed and developed by Legacy to specifically combat the numerous support related issues faced by correctional facilities with traditional inmate communication systems. iCON™ provides superior performance while simplifying the corrections communication infrastructure and giving facilities a robust collection of investigative tools.

iCON Offers the Following Features:

Standard Features:

- Full Turnkey Solution
- Centralized Management
- 24/7/365 System Access
- System Integrated Features
- Password Encrypted Security
- Continuous Voice Biometrics
- Digital Call Recording
- Emergency Shutoff
- Automatic System Updates
- Infinite System Scalability
- Fraud Detection
- Unlimited IVR Languages
- Custom Voice Overlay & Facility Branding
- Unlimited Number Blocking
- 24/7/365 Facility Support
- 24/7/365 Remote Diagnostics

Administrative Features:

- Real-Time Detail Reports
- Unlimited Communication Restrictions
- Intuitive Phone Scheduling
- User Activity Log
- Myriad of Standard Reports
- Customized Reports Available
- Advanced Commission Reports
- Intuitive Video Visitation Scheduling
- Free Calling Utility
- Onsite and Remote System Access

Administrative Investigative Features:

- Live Call Monitoring
- Investigative WatchList Alerts
- WatchWord+ - Keyword Search
- iCON *Tracker* - Address Lookup & GPS Tracking

Inmate Level Restrictions and Authentication:

- Personal Identification Numbers (PIN)
- Personal Restricted Numbers (PRN)
- Personal Allowed Numbers (PAN)
- AccuPIN – Advanced Authentication System

VALUE ADDED FEATURES AND SERVICES

Inmate & Public Automated Information System (AIS) (Optional No Cost Service)



Legacy can provide Douglas County with an all-in-one Inmate and Public Automated Information Request System at **no cost** to the County. The AIS can be utilized from any inmate telephone, video visitation kiosk, or public phone for inmates and the public to access JMS-supplied and County-designated information. This information may include, but is not limited to: visitation hours remaining, court date information, commissary balances, release date(s), and bail amounts. The inmate telephones and kiosks will carry posted instructions that indicate that it is also designated for Inmate Information Services and list the hours of operation for the services.

iCON Continuous Voice Biometrics (Standard No Cost iCON™ Feature)

iCON's ultra-modern Voiceprint Identification/Voice Biometrics feature is available at **no cost** to the County. Unlike some other vendors, iCON's state-of-the-art Voice Biometrics **does not add additional fees or charges to the inmate call**. Please find a detailed description of this feature within our proposal response.

AccuPIN Inmate PIN Authentication (Optional No Cost iCON™ Feature)

AccuPIN is an enhanced method of authenticating an inmate's identity and attaching it to their respective call records. AccuPIN requires an inmate to verify their PIN number along with a set of challenge/response questions entered into the Jail Management System at the time of booking. The combination of unique and personal data offers a Protection Profile equal to the National Institute of Standards and technology Level-4 Security. Please find a detailed description of this feature within our proposal response.

Real-Time Cellular Telephone GPS Tracking (Standard No Cost iCON™ Feature)

Legacy's iCON system comes equipped with our state-of-the-art patent pending Cellular Telephone GPS locator. iCONTracker utilizes the tracking technology of E911 mobile networks to create the ultimate correctional investigative tracking system. By gathering location-based information on calls placed by inmates to mobile phones, iCONTracker provides the correctional investigator and law enforcement community the invaluable opportunity to **pinpoint illegal activities to a physical address, all in real time**.

Through the assimilation of Call Detail Records, inmate information, and location information, iCONTracker has the capacity to drastically improve the current investigative and crime prevention capabilities of the Douglas County Jail by providing powerful insight into criminal activities that may be currently unattainable.

WatchWord+ Audio Mining Word Search Utility (Standard No Cost iCON™ Feature)

The iCON system comes equipped with an Audio Mining Word Search utility that we call WatchWord+. **Audio mining can be applied to both Spanish and English telephone calls, video visits and voicemails.**

iCON allows facility investigators to add "keywords" to a Word List dictionary. iCON will then search for the keywords in **all call recordings and voicemails**. If the word is found, they are placed into that particular WatchWord+ list and the investigators are notified by E-Mail, cell phone (SMS text), or landline number. Investigators can search for any word desired—such as "cocaine," "hit," "sneak-in," "hide," or even slang words, code words, or another inmate's name. iCON's WatchWord+ feature utilizes Dragon Audio Mining technology, which supports the absolute best success rate on the market today.

iCON's WatchWord+ utility can also be used for employee safety or review. Administrators can add employee names and known nicknames to a Watch List category and review call recordings to see if inmates are discussing facility employees. **This utility can uncover inmate plots to attack or threaten employees and their families outside of the facility.**

**State-Of-The-Art Cellular Telephone Detection Devices (Optional Service)**

If needed, Legacy can provide the County with new PocketHound Cellular Telephone Detectors specifically designed to sniff out cell phones that are being utilized within the facility. This detector is a small pocket concealable wireless sniffer specifically tuned to the RF signature of common cellular telephones including PCS, CDMA / WCDMA, GSM, and Cellular bands. The Detector's high speed scanning receiver utilizes a multi-band, internal omni-directional antenna system allowing facility personnel to locate all nearby cell phones active using voice, text, or data transmissions. The detector's compact and discreet design makes it the perfect stealth tool. Legacy can provide these optional devices to Douglas County at \$1,000 per unit (deducted from the first month's commission check).

Free Re-Entry Calling Cards Every Month (Optional No Cost Service)

The Company is offering Douglas County monthly Inmate Re-Entry Calling Cards to provide to inmates upon their release at **no cost** to the County. These Debit Cards can be utilized from outside the facility from any working telephone. This program is designed to help inmates that have been incarcerated for a month or longer make their first contacts upon reentry in to the community. This one-of-a-kind program bodes well with the public. If desired, the County can even designate allowable called numbers for the Re-Entry Cards (e.g., Probation Office, County Public Defender's Office, and so on).

Inmate Messaging Services (Optional No Cost iCON™ Feature)

If desired, Legacy can implement its revenue-generating inmate e-mail, voicemail, and video messaging services at the Douglas County Jail. Charges will apply for Inmates and/or Friends & Family and the County will receive a portion of the revenue generated (please see Financial Offer for pricing and commission information). This will provide even more affordable ways for friends and family to stay connected with their incarcerated loved ones. All messages are archived and can be accessed by system administrators for investigative use. Friends and family can set up prepaid messaging accounts quickly and easily by calling our 24-hour customer service number, (888-PAY-4-FAM), or by visiting our website at www.legacyinmate.com.

Inmate Tip Line (Optional No Cost iCON™ Feature)

iCON's inmate tip line enables an inmate to access Legacy's secure Voice Messaging System where they can leave confidential information regarding the mistreatment, harassment, or deviance inflicted by, or upon, a fellow inmate. This service can be provided at no cost to the County.

Security Officer Check-In Utility (Optional No Cost iCON™ Feature)

The iCON system offers an Officer Check-In feature that allows security officers to call in from any inmate telephone during rounds. Each officer will be issued a Personal Identification Number during system implementation. The system will then log the officer's PIN, as well as the date, time, and location of the officer's check-in.



Option 1

(Maintains your current call rates – Refer to Financial Offer)

| Service | Cost to End User | Commission to Douglas County |
|--------------------------------|---|---|
| Telephone Calling | Refer to Option 1 Call Rate Table | 80% (Paid on all inmate calling, including interstate*) |
| Remote Video Visitation | \$0.35 per minute | 65% |
| E-mail | \$1.00 per exchange (includes both the message sent and the inmate's reply) | 50% (\$0.50 per e-mail exchange) |
| Voicemail | \$1.00 per voicemail | 50% (\$0.50 per voicemail) |
| Video Messaging | \$2.50 per video message | 50% (\$1.25 per video message) |

Legacy has used the call volume data provided by the County in the **Example Commission Report** included in its RFP to estimate the revenue Douglas County could generate after switching to Legacy. If the County chooses the **Option 1** call rate and commission structure, it can expect to receive an estimated **\$229,652.28** in telephone calling commissions over the course of the initial three-year contract term, or **\$76,550.76 per month**.

Option 2

(Reduces your current call rates – Refer to Financial Offer)

| Service | Cost to End User | Commission to Douglas County |
|--------------------------------|---|---|
| Telephone Calling | Refer to Option 2 Call Rate Table | 75% (Paid on all inmate calling, including interstate*) |
| Remote Video Visitation | \$0.35 per minute | 65% |
| E-mail | \$1.00 per exchange (includes both the message sent and the inmate's reply) | 50% (\$0.50 per e-mail exchange) |
| Voicemail | \$1.00 per voicemail | 50% (\$0.50 per voicemail) |
| Video Messaging | \$2.50 per video message | 50% (\$1.25 per video message) |

If the County chooses the **Option 2** call rate and commission structure, it can expect to receive an estimated **\$110,067.19** in telephone calling commissions over the course of the initial three-year contract term, or **\$36,689.06 per month**.

These estimates are for the revenue generated from **inmate telephone calling only**. The County can also anticipate additional revenue from the other services Legacy has included in its offer—namely, video visitation, e-mail, voicemail, and video messaging.

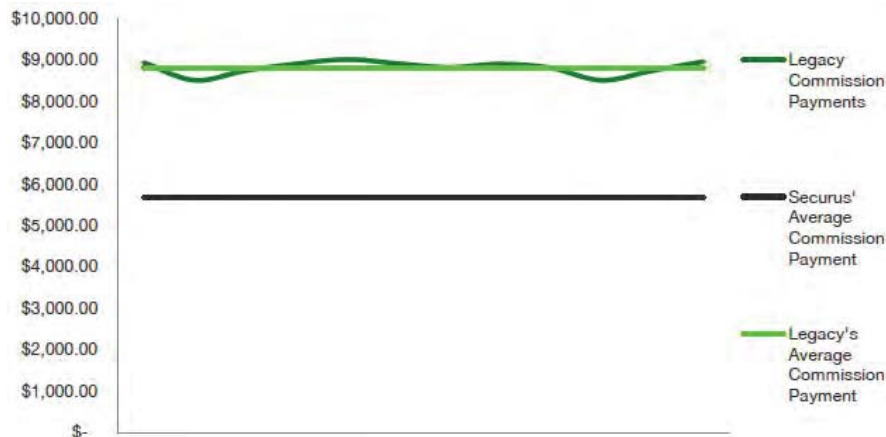


RESULTS YOU CAN SEE – Covington County Case Study

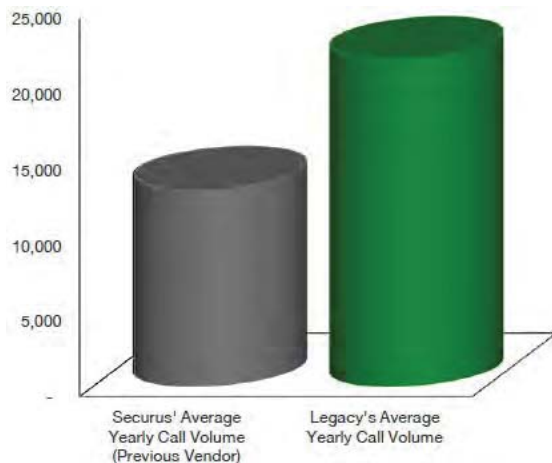
Legacy has a proven track record of producing substantial increases in revenue and call volume for its clients upon transition from incumbent providers, all while lowering or maintaining their existing call rates. We'd like to share with you the **practical results** we achieved at a facility similar to yours.

Legacy transitioned the Covington County Jail to our service from Securus Technologies. The Covington County Jail is very similar in size to the Douglas County facilities, with an Average Daily Population of 200 inmates using 14 inmate telephones.

Legacy managed to increase Covington County's total amount of received commission by **55%**, even though we increased the commission percentage they were receiving by only 7%. Legacy provided an extra **\$138,621** in revenue over the previous provider and a total of **\$309,175** in total commission revenue throughout the contract.



Legacy also increased Covington County's call volume by **66%**. Covington County experienced a significant increase in system uptime and efficiency, which led to substantial increases in call volume and commissions for the facility. Covington County's transition to Legacy didn't just benefit the facilities, either. The inmates and their friends and family enjoyed a **26%** average reduction in call cost.



| Call Type | 15 Min Call Cost with Securus | 15 Min Call Cost with Legacy | Difference in Call Cost | Percentage Difference in Call Cost |
|--------------------------------------|-------------------------------|------------------------------|-------------------------|------------------------------------|
| Local | \$9.43 | \$7.25 | (\$2.18) | (23%) |
| IntraLATA | \$9.43 | \$7.25 | (\$2.18) | (23%) |
| InterLATA | \$9.43 | \$7.25 | (\$2.18) | (23%) |
| Interstate | \$25.28 | \$16.85 | (\$8.43) | (33%) |
| Total Average Reduction in Call Cost | | | | 26% |



Covington County is just one example of our many successful transitions of correctional facilities to our service. Douglas County may view more detailed information about the results we have produced at other Counties by referencing our attached Case Studies.

Please see Attachment: Case Studies

3.3 Response to protests of intent to award contract

The County intends to timely respond in writing to properly filed intent-to-award protests submitted by adversely affected or aggrieved proposers. Any response provided by the County, however, is not intended to, and may not in and of itself, constitute confirmation that the proposer is adversely affected or aggrieved and therefore entitled to protest the intent to award.

 Legacy has acknowledged, agreed and will comply.

3.4 Effect of award of contract

The award of a contract is subject to revocation by, and shall not be binding upon, the County unless and until a written Douglas County contract incorporating all material elements of the offer upon which the award decision was based and fulfilling all applicable public contracting laws and material bidding document requirements has been fully executed by the County and the contract award recipient within the time frame specified in the RFP documents or, if the County determines that it is appropriate to change the specified time frame, within such time as the County deems to be reasonable.

 Legacy has acknowledged, agreed and will comply.

SECTION 4 – SCOPE OF WORK

4.1 Background information

This RFP solicits proposals to provide inmate telephone and video visitation services at the Douglas County Jail (“Jail”), operated by the Douglas County Sheriff’s Office (“DCSO”). The Jail, located in the Justice Building in Roseburg, Oregon, houses municipal, county, and state court pretrial detainees; inmates sentenced to serve jail time by municipal, county, and state courts; and inmates held and/or sanctioned for probation and parole violations. In addition, the Jail provides short-term “courtesy housing” for defendants, inmates, and prisoners held temporarily for other law enforcement agencies. The Jail’s population is typically between 185 and 230 inmates. A separate detention and shelter facility located in a building adjacent to the Justice Building houses juveniles for the Douglas County Juvenile Department. This RFP is for services to be provided to the Jail only.

 Legacy has acknowledged, agreed and will comply.

The Jail currently has no video visitation facilities or equipment. Visitation is limited to on-site, face-to-face communication between inmates and visitors. “Professional” visits (e.g., those by attorneys, clergy, law enforcement officers, etc.) occur in conference rooms located between the Jail’s reception area and secure facilities where inmates are housed. “Civilian” visits (e.g., those by inmate family members and friends, etc.) occur at windows, where internal communication telephones are located, between the reception area and secure inmate housing areas. Civilian and professional visitors are admitted to the reception area by Jail personnel who monitor and control its electronically locked entrance, which is located in a corridor of the Justice Building. The Justice Building is open to the public during business hours Monday through Friday.

 Legacy has acknowledged, agreed and will comply.

4.2 Equipment and services to be acquired

DCSO wishes to make available approximately thirty-five (35) telephone units in inmate housing areas. In addition, DCSO wishes to make video visitation available in the housing areas in the form of

approximately ~~eighteen (18)~~ sixteen (16) **(Per Addendum 1)** video conferencing kiosks. Ideally, the video visitation kiosks would facilitate both inmate telephone calls and video visitation, and would offer a wide variety of options such as management of inmate requests made from the kiosks, as well. While DCSO prefers that all of the functions be available through each individual kiosk, systems utilizing separate kiosks for phones and video visitation also will be considered. A principal goal of introducing inmate video visitation in the Jail is to reduce the costs and risks to DCSO of providing on-site visitation, which requires the movement of inmates within the Jail, assistance and monitoring of on-site visitors, and visitation-related recordkeeping. ~~The County will be responsible for installation of the Category 6 cable necessary for installation of the telephone and video visitation system. (Deleted per Addendum 2)~~ Douglas County will not be responsible for the installation of the Category 6 cable. All installation costs will be borne by the vendor. The County is not to incur any expense associated with implementation of vendor equipment and services.

 Legacy has acknowledged, agreed and will comply.

Legacy will provide and install thirty-five (35) correctional-grade inmate telephones and sixteen (16) video conferencing kiosks. **Inmates are able to use Legacy's kiosks to place phone calls, conduct video visits, submit forms, kites, requests, and grievances, access an approved Law Library, and use Legacy's messaging services (e-mail, voicemail, and video messaging).** The County may choose which of these services it would like to offer. Besides providing an **additional revenue stream**, there are many benefits to adding video visitation to the Douglas County Jail.

- The prevention of contraband
- Less required movement of inmates within the facility
- Reduced staffing and other facility costs associated with on-site visitation
- Reduced travel costs for inmates' friends and family
- A wealth of additional investigative evidence

Legacy also has a distinct advantage over other vendors because **Legacy is the only inmate communications provider that can offer a single, completely integrated inmate telephone and video visitation system.** While our competitors offer two disconnect systems that will require separate logins for telephones and video visitation, Legacy can provide **one single system with data from both inmate phone calls and video visits accessible in one place.**

THE LEGACY KIOSK





Inmates can use the Legacy Kiosk to place telephone calls in just the same way they would using a traditional inmate telephone. Legacy is offering Douglas County a telephone calling commission percentage of either **80%** (to match Option 1 call rates) or **75%** (to match Option 2 call rates).



Inmates can have pre-scheduled, live video chats with approved members of the public. Visitors can use a Legacy Kiosk installed in the lobby of your facility (on-site visitation), or they can visit from the comfort of home (remote visitation). The County will receive **65%** commission on the revenue generated from remote video visitation.



Inmates can receive and reply to voice messages from their friends and family. Each voicemail costs \$1.00. The County will receive a **50%** commission on this service, or \$0.50 per voicemail.



Inmates can receive brief pre-recorded video messages from their loved ones. The cost for this service is \$2.50 per sixty-second video message, of which the County will receive a **50%** commission, or \$1.25 per video message.



Inmates can receive and reply to e-mails from their friends and family. Each e-mail exchange costs \$1.00 (this includes both the message sent and the inmate's reply). The County will receive a **50%** commission on this service, or \$0.50 per e-mail.



Legacy will be happy to assist in creating digital versions of any forms currently used by your facility for inmate management or day-to-day operations. Inmates can fill out forms directly from the kiosk, which will greatly reduce your staff's workload, save paper, and reduce your facility's operational costs.



Inmates can use the Legacy Kiosk to order items from the commissary. Legacy will perform a seamless integration with your current commissary provider to allow for this functionality. This has the potential to greatly reduce your staff's workload and make the commissary ordering process more efficient.



Inmates can use the Legacy Kiosk to access an approved Law Library for your state. This will allow them to prepare for upcoming court dates and educate themselves on their legal rights.

DCSO currently uses an automated inmate commissary and trust accounting system provided by Keefe Commissary Network ("Keefe") which interfaces with an automated law enforcement management software system provided by Executive Information Systems ("EIS"). The system to be obtained as a result of this RFP must interface with DCSO's existing jail management systems.



Legacy has acknowledged, agreed and will comply.

The iCON system features an open architecture that allows Legacy to easily integrate with other Jail, JMS, and Commissary systems. iCON can accept data from its integrated partners in any digital format. This adaptability allows Legacy the greatest flexibility when interfacing with other systems to automate the information within the facility across multiple systems. When Legacy interfaces with Jail systems such as Commissary, JMS, Inmate Banking, etc., it considerably diminishes the repetitive data entry required from Facility staff and guarantees a higher level of data consistency.

Legacy's in-house IT Department will guarantee a seamless integration between iCON and the Jail's current commissary and banking systems. This integration will expand the features of the inmate telephones and can even enhance the utility of our video visitation solution.

The Company has successfully written custom software integrations for hundreds of JMS and Commissary providers in detention facilities nationwide, including industry leaders like: Canteen Commissary, Lone Star Commissary, Tiger Commissary, and Keefe Commissary. Furthermore, **Legacy has an already-established relationship with a representative from Executive Information Systems (EIS), namely Justin Davis. Legacy has worked harmoniously and effectively with both Keefe Commissary and EIS in the past at other facilities where our services were implemented.** Douglas County can rest assured that all necessary integrations will be executed seamlessly.

Legacy will use this expertise to enable a multi-function telephone and kiosk system. Integration with your existing systems will allow us to provide the following services from Legacy's kiosks, as well as from the inmate telephones by means of iCON's Automated Operator. All inmate activity will be validated and tracked via the inmate's PIN.

- | | |
|---|--|
| ✓ Automated Information System (AIS) | ✓ Inmate Tip Line |
| ✓ Commissary Ordering | ✓ PREA Line |
| ✓ Purchasing Phone Calling Time | ✓ Important Numbers/Contacts, etc. |
| ✓ Commissary Account Balance Lookup | ✓ Court and Release Date Information |
| ✓ Inmate Cardless Debit Balance Lookup | ✓ Schedule Visitation |
| ✓ Schedule Doctor Visits | ✓ General Facility Rules and Regulations |
| ✓ Submit Kites, Forms, Grievances, & Requests | ✓ PIN Integration with JMS |

Best of all, **Legacy will integrate with your JMS and commissary systems at no cost to the County and no cost to the JMS or commissary vendor. Also, we will not pass on any usage fees to the inmate or to their friends and family.**

4.3 Description of required service and service conditions

For the inmate telephone system, video visitation, and visitor phones, DCSO requires full-time (24 x 7 x 365) technical support. For a single-unit failure or malfunction, resolution of the problem must occur within twenty-four (24) hours of a call for service. For a multi-unit failure or malfunction, resolution of the problem must occur within four (4) hours of a call for service.

 Legacy has acknowledged, agreed and will comply.

INDUSTRY LEADING SERVICE & SUPPORT



"I have been completely impressed with the customer service. From install to maintenance of the phone system, I have found everyone to be helpful and knowledgeable. Customer service is definitely Legacy's strength."

– Sergeant J. LaPointe, Jail Operations, Costa Mesa Police Department, California

System Updates

iCON system and hardware **upgrades will be provided at absolutely no cost to the County throughout the life of the service agreement.** Legacy's centralized system solution allows Legacy to provide system updates and upgrades in real time without any service interruption. That means your facility will always be using the latest version of iCON™.

Perhaps the most important aspect of Legacy's service approach that distinguishes us from other vendors is our commitment to delivering new technology and system improvements to our clients **as they become available.** If we develop a new feature or service that will improve the operational efficiency or investigative capabilities of our clients, we make sure they benefit from it right away. Throughout our extensive experience transitioning clients to our service from other providers, we have encountered time and time again facilities that were left "high and dry" by their previous provider when it came to modern technology. They had been left with outdated on-site servers and equipment with very limited capabilities, even when their provider had developed newer technology several years prior. Their systems were simply never updated to ensure that they had the most current offering available, perhaps because there was no financial incentive for the vendor to do so. **Even if it is mid-contract, Douglas County can rest assured that Legacy will provide system updates for your facility as they become available—all at no cost and with no service interruption.**



"Legacy's service and support has been fantastic. Legacy doesn't just meet our expectations—they exceed them! We haven't received any complaints regarding call rates because they are lower than they were with our last provider. We have experienced outstanding service from Legacy and I would give them an A++!"

– Sergeant Kyndra Gore, Grand County Sheriff's Office, Colorado

4.3.1 Inmate telephone and video visitation system requirements

The following is a non-exclusive list of telephone and video visitation system requirements. The system must:

4.3.1.1 Interface with the Jail's existing management systems, to verify and access inmate account balances and information.



Legacy has acknowledged, agreed and will comply.

Legacy will interface with the Douglas County Jail's existing management systems to verify and access inmate account balances and information.

The iCON system features an open architecture that allows Legacy to easily integrate with other Jail, JMS, and Commissary systems. iCON can accept data from its integrated partners in any digital format. This adaptability allows Legacy the greatest flexibility when interfacing with other systems to automate the information within the facility across multiple systems. When Legacy interfaces with Jail systems such as Commissary, JMS, Inmate Banking, etc., it considerably diminishes the repetitive data entry required from Facility staff and guarantees a higher level of data consistency.

Legacy's in-house IT Department will guarantee a seamless integration between iCON and the Jail's current commissary and banking systems. This integration will expand the features of the inmate telephones and can even enhance the utility of our video visitation solution.

The Company has successfully written custom software integrations for hundreds of JMS and Commissary providers in detention facilities nationwide, including industry leaders like: Canteen Commissary, Lone Star Commissary, Tiger Commissary, and Keefe Commissary. Furthermore, **Legacy has an already-established relationship with a representative from Executive Information Systems (EIS), namely Justin Davis. Legacy has worked harmoniously and effectively with both Keefe Commissary and EIS in the past at other facilities where our services were implemented.** Douglas County can rest assured that all necessary integrations will be executed seamlessly.

Legacy will use this expertise to enable a multi-function telephone and kiosk system. Integration with your existing systems will allow us to provide the following services from Legacy's kiosks, as well as from the inmate telephones by means of iCON's Automated Operator. All inmate activity will be validated and tracked via the inmate's PIN.

- | | |
|---|--|
| ✓ Automated Information System (AIS) | ✓ Inmate Tip Line |
| ✓ Commissary Ordering | ✓ PREA Line |
| ✓ Purchasing Phone Calling Time | ✓ Important Numbers/Contacts, etc. |
| ✓ Commissary Account Balance Lookup | ✓ Court and Release Date Information |
| ✓ Inmate Cardless Debit Balance Lookup | ✓ Schedule Visitation |
| ✓ Schedule Doctor Visits | ✓ General Facility Rules and Regulations |
| ✓ Submit Kites, Forms, Grievances, & Requests | ✓ PIN Integration with JMS |

Best of all, **Legacy will integrate with your JMS and commissary systems at no cost to the County and no cost to the JMS or commissary vendor. Also, we will not pass on any usage fees to the inmate or to their friends and family.**

4.3.1.2 Include a wall-mounted kiosk option to accommodate inmate housing areas with limited living space.

 Legacy has acknowledged, agreed and will comply.

Legacy will provide and install sixteen (16) video conferencing kiosks. Inmates are able to use Legacy's kiosks to place phone calls, conduct video visits, submit forms, kites, requests, and grievances, access an approved Law Library, and use Legacy's messaging services (e-mail, voicemail, and video messaging). The County may choose which of these services it would like to offer.

Besides providing an **additional revenue stream**, there are many benefits to adding video visitation to the Douglas County Jail.

- The prevention of contraband
- Less required movement of inmates within the facility
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- Reduced travel costs for inmates' friends and family
- A wealth of additional investigative evidence

Legacy also has a distinct advantage over other vendors because **Legacy is the only inmate communications provider that can offer a single, completely integrated inmate telephone and video visitation system.** While our competitors offer two disconnect systems that will require separate logins for telephones and video visitation, Legacy can provide **one single system with data from both inmate phone calls and video visits accessible in one place.**

THE LEGACY KIOSK



Inmates can use the Legacy Kiosk to place telephone calls in just the same way they would using a traditional inmate telephone. Legacy is offering Douglas County a telephone calling commission percentage of either **80%** (to match Option 1 call rates) or **75%** (to match Option 2 call rates).



Inmates can have pre-scheduled, live video chats with approved members of the public. Visitors can use a Legacy Kiosk installed in the lobby of your facility (on-site visitation), or they can visit from the comfort of home (remote visitation). The County will receive **65%** commission on the revenue generated from remote video visitation.



Inmates can receive and reply to voice messages from their friends and family. Each voicemail costs \$1.00. The County will receive a **50%** commission on this service, or \$0.50 per voicemail.



Inmates can receive brief pre-recorded video messages from their loved ones. The cost for this service is \$2.50 per sixty-second video message, of which the County will receive a **50%** commission, or \$1.25 per video message.



Inmates can receive and reply to e-mails from their friends and family. Each e-mail exchange costs \$1.00 (this includes both the message sent and the inmate's reply). The County will receive a **50%** commission on this service, or \$0.50 per e-mail.



Legacy will be happy to assist in creating digital versions of any forms currently used by your facility for inmate management or day-to-day operations. Inmates can fill out forms directly from the kiosk, which will greatly reduce your staff's workload, save paper, and reduce your facility's operational costs.



Inmates can use the Legacy Kiosk to order items from the commissary. Legacy will perform a seamless integration with your current commissary provider to allow for this functionality. This has the potential to greatly reduce your staff's workload and make the commissary ordering process more efficient.



Inmates can use the Legacy Kiosk to access an approved Law Library for your state. This will allow them to prepare for upcoming court dates and educate themselves on their legal rights.

Legacy will furnish the Douglas County Jail with sixteen (16) new correctional grade video visitation kiosks. We will utilize our own company designed and manufactured heavy duty kiosk.

Each unit is constructed from 16-gauge stainless steel, is powder coated for durability, has smoothed round edges to reduce harm to inmates, incorporates a 15" shatterproof touch screen display, and is tamper free and designed to withstand harsh penitentiary environments. The units will be securely mounted and will require a security screw tool in order to access the interior. Legacy new compact designed kiosks measure 20" W x 20.5" H x 5.4" D.

Legacy VV-1000



- 16-Gauge Stainless Steel Construction
- Tamper Resistant Locking System
- Shatterproof Touch Screen LCD
- Heavy-Duty Armored Handset
- Adjustable Steel Lanyard
- Hearing Aid Compatible
- Anti-Static Receiver
- Smooth Rounded Edges
- Powder Coated Exterior
- Built-in HD camera

4.3.1.3 Record inmate telephone calls and video visit communications and archive recordings in an easily retrievable but secure, non-proprietary format for one (1) year or longer. Allow DCSO staff to easily burn recordings onto CD/DVD in a non-proprietary format.

 Legacy has acknowledged, agreed and will comply.

All inmate communications will be recorded, stored securely, and made easily retrievable directly from the iCON system **throughout the life of the contract**. They can easily be downloaded or exported to external media at any time. Legacy has a distinct advantage over other vendors because Legacy is the only inmate communications provider that can offer a single, completely integrated system for all of the communication services we offer (telephone calling, video visitation, email, voicemail, and video messaging). This means that **all of this data will be accessible in one place and from one integrated system**. While our competitors offer two disconnect systems that require separate logins for telephones and video visitation, Legacy can provide Douglas County one single system containing data from inmate phone calls, video visits, *and* messages.

Centralized Management

The Legacy iCON platform is an inmate communication processing system designed with the flexibility to take advantage of our ultra modern carrier-grade network. The system intelligence will be located in our main network data center, which has the following benefits:

- Completely secured and environmentally controlled location
- Skilled technicians on-site 24-hours a day to maintain the equipment
- Real-time upgrades immediately available
- Maximum system up time and reliability
- Multi-layered redundancy

The system is configured with built-in redundancy to guarantee no loss of data or functionality. The database for the system is maintained in a Primary Secure Data Center and a Secondary Data Center.

The Data Centers are automatically replicated on an ongoing basis, so that each center holds a complete and up-to-date database of data and content from the facility. The system uses the central database located off-site for all applications. When an inmate lifts the receiver to make a telephone call or join a scheduled video visit, an immediate connection is made to our carrier grade network utilizing a direct connection from the facility to our network. The detail record for the call or visit is created and stored at the Primary Data Center, and immediately replicated to the Secondary Data Center.

4.3.1.22 Comply fully with all Federal Communications Commission (“FCC”) regulations, rules, and guidelines, including without limitation, those pertaining to communication services for incarcerated persons. The vendor will have the option of implementing the recommended FCC compliance rate or the recommended FCC “safe harbor” rate limit but shall assume all liability in the event the higher rates are challenged. Changes in the permitted rates and fees must not result in expense to the County to operate or maintain the telephone and video visitation system acquired, operated, and maintained in connection with this RFP.

 Legacy has acknowledged, agreed and will comply.

Legacy has proposed an offer to Douglas County that is in complete compliance with all current FCC regulations. Legacy is in full compliance with all rules and regulations by all governing bodies including the Oregon Public Utilities Commission. In the unlikely event that Legacy’s rates are challenged, Legacy will assume all liability and ensure that there is no cost to the County. Legacy is proposing two options for the County’s call rate structure. The first option matches the Jail’s current established call rates in order to secure a high phone commission percentage for the County. The second significantly lowers your current call rates to make them fair and affordable.

Note on Interstate Call Commission:

Legacy pays commission on *all* inmate calling, including interstate calls. Legacy and its lawyers have carefully reviewed the Federal Communication Commission (FCC)’s recent rulings and we are confident that it is entirely legal to do so. **If a vendor has chosen not to pay commission on interstate calling, it is just that—a choice.** And it is one with their best interest in mind, not yours. In paragraph 56 of the FCC 13-113 Ruling, the FCC clearly states:

“We do **not** conclude that ICS providers and correctional facilities cannot have arrangements that include site commissions. We conclude only that, under the Act, such commission

payments are not costs that can be recovered through interstate ICS **rates**... We state only that site commission payments as a category are not a compensable component of interstate ICS **rates**.”

Note on Potential Upcoming FCC Regulation:

Legacy has proposed an offer to Douglas County that is in complete compliance with all current FCC regulations. Legacy is in full compliance with all rules and regulations by all governing bodies including the Oregon Public Utilities Commission. The FCC and the OPUC are the regulatory authorities for inmate telephone service provided to Douglas County. Either of these entities could make regulation changes to allowable call rates that could potentially affect what we charge to end users for service. Recently, on August 9th 2013, the FCC reduced allowable call rates to \$0.25 per minute for all **interstate (state to state)** collect inmate calling and \$0.21 for advance pay calling. This rate change is accounted for in our proposed rate structure for the County.

The FCC currently has a proposed rule issued that requests information from interested parties on the question of further regulating **in-state** inmate telephone calls as well as any applicable service fees charged to provide inmate service. The rule also requests comment in regard to facility paid commissions and possible video visitation rate regulation. A proposed rule is just that—**proposed**. It does not necessarily mean that new regulations are on the horizon.

It is important to note that there are several legal hurdles to consider on the proposed FCC rule, including whether or not it has legal governing authority on in-state call service, among many others factors. In the event that the FCC does put in place new in-state rate regulations during our Service Agreement with Douglas County (and that law survives the many likely legal challenges), Legacy will be sure that it complies and that the County and its Jail are within all stated parameters.

In the event that a new regulation is proposed on in-state call service, Legacy will provide immediate notice to the County. We will also keep you, as we do with all our clients, well informed throughout the rule making process. It is impossible to know what the final outcome of the FCC proposed rule will be, however many entities within our industry do expect a ruling fairly soon.

In the event that in-state calls and service fees are regulated, all correctional facilities **and all inmate communication service providers will be affected equally**. There will be no impact on our ability to provide all services that we are contracted to provide to the County.

Our expectation is that any ruling on the proposed rule will also come with some interval of time for facilities and providers to incorporate any rule change. As you might have heard, several inmate providers are negotiating with the FCC to see if an outcome to the proposed rule can be reached. Legacy is working directly with the FCC in the negotiation process.

Legacy employs a Regulatory Affairs staff as well as outside legal counsel that specializes in utility regulatory affairs. The Company is in constant contact with both the FCC and OPUC on all potential regulatory changes that may affect our industry.

As a true operator service and long distance provider, **Legacy has worked within this highly regulated environment for nearly twenty (20) years**. It is not uncommon for regulatory authorities to propose new rules, nor is it uncommon for new laws to be put into place that affect rates

and charges to the consumers of a public utility. Legacy's service to the County and its inmates will go unchanged in the event of new regulations. Calls will be placed and serviced as agreed to.

4.3.2 Jail visiting area system requirements

In addition to fulfilling all applicable technical, performance, and financial requirements of Sections 4.3.1, the system must:

4.3.2.1 Provide for the monitoring and recording of communications between inmates and visitors during face-to-face on-site visits at the visitation windows in the Jail's reception area and securely maintain such recordings for a minimum of one (1) year or longer.

 Legacy has acknowledged, agreed and will comply.

VISITATION STATIONS

Legacy will provide Visitation Telephone Service that includes call recording. **Visitation phone management functions are fully accessible from the very same iCON system used to manage inmate calling.** This allows Investigators to listen to recordings of inmate calling as well as on-site visits through a single system. Listening to visitation recordings can be done from any PC from on or off-site. If desired by the County, the system can be set to prompt the inmate to enter his/her PIN prior to allowing the visitation call to proceed. The utilization of a PIN will further authenticate the visitation recording should it be needed in any criminal proceeding. Visitation phone recordings will be securely maintained and immediately accessible directly from the iCON system for the entire duration of the contract.



4.3.2.3 Require entry of inmate voice PINs before visit communications commence.

 Legacy has acknowledged, agreed and will comply.

The system can be set to prompt the inmate to enter his/her PIN prior to allowing the visitation call to proceed. The utilization of a PIN will further authenticate the visitation recording should it be needed in any criminal proceeding. iCON will record the inmate's name the first time he or she attempts to place a call. The recorded name will be saved as a .WAV file and played on all subsequent calling by the inmate utilizing his/her PIN. Our continuous voice biometrics feature or AccuPIN feature can also be configured to be required on all visitation phone calls.

4.3.2.4 Provide the option of remote monitoring and recording of visit communications.

 Legacy has acknowledged, agreed and will comply.

Every single call *attempted* through our service will be recorded and securely store, unless otherwise indicated as non-recordable in the system (e.g. attorney calls). Visitation phone calls can also be live monitored the same as other calls.

4.3.2.5 Allow DCSO staff to temporarily disable recording for privileged communications (although privileged communications normally do not occur at "civilian" visit windows).

 Legacy has acknowledged, agreed and will comply.



References

1.) Jackson County Sheriff's Department, OR

Address: 787 West 8th Street, Medford, OR 97501
Inmate Population: 350 Beds
Phones & Equipment: 45 Inmate Telephones; 25 Video Visitation units

Contact: Lt. Dan Penland
Phone: (541) 774-6859
E-Mail: PenlanDL@jacksoncounty.org

Scope of Work:

- Exclusive Inmate Communications provider
- **iCON™** Inmate Communication Management System
- **On-Site & Remote Video Visitation Services (VVS)**
- Visitation recording and monitoring
- Inmate and Public **Automated Information System**
- Inmate Phones
- **PINs** utilized
- **Localized technicians**
- **30 day Installation**
- Contract date: 9/2012 (2 years with 3 one-year extensions)

2.) Whatcom County Sheriff's Office, WA

Address: 311 Grand Avenue, Bellingham, WA 98225
Inmate Population: 580+ ADP
Facilities: 3 Facilities
Phones & Equipment: 60 Inmate Telephones

Contact: Lt. Caleb Erickson
Phone: (360) 676-6848
Email: cerickson@co.whatcom.wa.us



Scope of Work:

- Exclusive Inmate Communications provider
- **iCON™** Inmate Communication Management System
- Contract Date 12/13/11 (3 Years with 3 one-year County option renewal years)
- Transitioned to Legacy from **GTL**

[Response continued on the following page.]



"I have a background in telecommunications and would take pride in doing the best job I could at every install. When your technician Eddie Arthurs came to our site to begin setting up [for installation], I was amazed and truly pleased at the dedication Eddie had to excellence and his attention to detail really impressed me. He didn't settle for the easy way out on any of our stations and even when no one would ever see it, he made sure to take the time to get the job done right. I find that the little things add up to a lot, especially when it comes to quality in craftsmanship, and Legacy takes time with the little things and that says quite a lot about their company."

– Lt. Caleb Erickson, Whatcom County Sheriff's Office, Washington

3.) Josephine County Sheriff's Office, OR

1901 NE F Street, Grants Pass, OR 97526

Contact: **Sergeant Edward Vincent**

Phone: **(541) 474-5119**

E-Mail: **evincent@co.josephine.or.us**



Scope of Work: Inmate Communication Management System Provider / Inmate and Visitation Phones. 30 Day Installation. Contract Date 11/12/10 – 4 Years. **Transitioned to Legacy from GTL.**



"The system is extremely easy to use. Legacy excels in customer service, has *tripled* the jail's revenue on inmate phones and quickly responds to repairs as well as requests. After a year I do not have anything negative to say about Legacy or any of their personnel."

– Vicki Smith, Jail Commander, Josephine County Sheriff's Office, Oregon

4.) Fresno County Sheriff's Office, CA

Address: 1265 M Street, Fresno, CA 93721

Inmate Population: **3,900** Beds (**3,400** ADP)

Facilities: **3** Jail Complexes

Phones & Equipment: **427** Inmate Phones; **26** Video Visitation Kiosks; **128** Visitation Sets

Contact: Sgt. Javier Vital

Phone: (559) 488-2845

E-Mail: javier.vital@fresnosheriff.org



Scope of Work:

- Exclusive Inmate Communications provider
- **iCON™** Inmate Communication Management System
- **On-Site & Remote Video Visitation Services (VVS)**
- Customized Inmate & Public **Automated Information System (AIS)**
- **Seamless integration with JMS** (OffenderTrak) and **Commissary** (Canteen)
- **On-Site Administrator**



- Localized technicians
- Inmate Phones
- Visitation Recording
- **PINs** utilized at all Police Department facilities
- **45 day Installation**
- Client since **2009** (Contract start date 12/1/2009, 5 years)
- **Recently re-awarded a new 5 year contract**
- Transitioned to Legacy from **Securus Technologies**



“Your staff’s hard work, long hours, and dedication made the transition from the previous inmate telephone system to Legacy’s iCON remarkably smooth and did not produce any downtime... We are able to expedite our reporting, the call recording quality has improved, and we can access Legacy’s iCON from any web-based computer, which frees up time for our system administrators to focus on more immediate tasks.”

– Sergeant Chirld Shagena, Fresno County Sheriff’s Office, California

5.) Newberry County Sheriff’s Department, SC

Inmate Population: 140 Beds
Address: 3239 Louis Rich Rd., #D, Newberry, SC
Phones & Equipment: 12 Video Visitation kiosks; 35 Inmate Telephones

Contact: Captain Kitchen
Phone: (803) 405-7750
E-Mail: skitchen@ncso.sc.gov



Scope of Work:

- Exclusive Inmate Communications provider
- **iCON™** Inmate Communication Management System
- **Video Visitation Services**
- Visitation Recording
- Inmate and Public **Automated Information System (AIS)**
- Inmate Phones
- **30 Day** Installation
- Contract date: **8/1/2012** (3 Years with 2 optional renewal years).
- Transitioned to Legacy from **Securus Technologies**

5.1.16 A description of additional services, if any, that are related to the work of the contract intended to result from this RFP but are not specifically required by it.



Legacy has acknowledged, agreed and will comply.

Value Added Features and Services

Inmate & Public Automated Information System (AIS) (Optional No Cost Service)



Legacy can provide Douglas County with an all-in-one Inmate and Public Automated Information Request System at **no cost** to the County. The AIS can be utilized from any inmate telephone, video visitation kiosk, or public phone for inmates and the public to access JMS-supplied and County-designated information. This information may include, but is not limited to: visitation hours remaining, court date information, commissary balances, release date(s), and bail amounts. The inmate telephones and kiosks will carry posted instructions that indicate that it is also designated for Inmate Information Services and list the hours of operation for the services.



The County's Inmate and Public Automated Information System will require that the JMS send a file of inmate information to Legacy's designated FTP server. Legacy's Interactive Voice Response (IVR) units will have the ability to read any numeric data including time and date information in over twenty (20) different languages. Information shared with the inmate can include any data field populated in the JMS file. The Company can accept any file format from the JMS, but would prefer a standard Text File. The file would be delivered to the FTP Server every fifteen minutes or immediately upon any modification. The Information System will be updated immediately upon delivery and acceptance of the JMS text file.

Inmate Automated Information Services (AIS)

Legacy's proposed AIS can be utilized from any inmate telephone or video visitation kiosk for inmates to access the JMS-supplied and County-designated information including but not limited to: Visitation Hours Remaining, Court Date Information, Commissary Balances, Release

Date(s), and bail amounts. The inmate telephones and video kiosk will carry posting instructions that indicate that the unit is also designated for Automated Inmate Information Services and hours of operation for the services.

Upon the Inmate picking up the handset and selecting the Automated Inmate Information prompt, the following is an example of prompts that Legacy could utilize for the Inmate Information System:

- ✓ The System will first prompt the inmate for their language of choice
- ✓ “[FACILITY NAME] Inmate Information System” (Identifies the facility)
- ✓ “Please Enter Your Personal Identification Number (Booking ID, Inmate ID)”
- ✓ “Press 1 for Bail Information”
- ✓ “Press 2 for Court Appearance Information”
- ✓ “Press 3 to hear your Current Charges”
- ✓ “Press 4 for to hear your current Visitation Hour Balance”
- ✓ “Press 5 for your Commissary Balance”
- ✓ And so on.....

On the inmate video visitation kiosk, an inmate must select the Automated Inmate Information button. All information will be presented in text file format. The following is an example of selections that Legacy could utilize for the Inmate Information System:

- ✓ The System will first prompt the inmate to enter their Personal Identification Number (Booking ID, Inmate ID)
- ✓ The inmate will then be prompted to choose from the following selections:
- ✓ “Bail Information”
- ✓ “Court Appearance Information”
- ✓ “Current Charges”
- ✓ “Visitation Hour Balance”
- ✓ “Commissary Balance”
- ✓ And so on.....

Legacy’s System will have the ability to play/display a limitless amount of information options so long as that information is contained and identified in the Text File that is provided from the JMS or other facility systems. The fields must contain numeric data which can include dollar amounts, dates and times.

General Public Automated Information Services (AIS)

Legacy’s proposed AIS can also be utilized from any non-inmate telephone for the general public, friends and family, victims, or County personnel to access the JMS-supplied and facility-designated information including but not limited to: inmate name recognition including date of birth fallback and alias matching; charges including Statute and/or JMS entry literal description; bond amounts and types including support for multiple charges with or without bonds; court dates, times and locations; projected release dates, visitation eligibility; inmate trust account funding, inmate phone service account creation and funding; general facility information including facility location, directions, hours, mailing policies, visitation policies, money deposit policies and medication / prescriptions policies.

Upon the user picking up the telephone handset and dialing the Automated Inmate Information line the user will hear automated prompts. The following is an example of prompts that Legacy could utilize for the Inmate Telephonic Information System:

- ✓ The System will first prompt the user for their language of choice

- ✓ “[FACILITY NAME] Automated Information System” (Identifies the facility)
- ✓ “Press 1 for Inmate Name Recognition”
- ✓ “Press 2 for Court Appearance Information”
- ✓ “Press 3 for Bail Information”
- ✓ “Press 4 for Projected Release Dates”
- ✓ “Press 5 for Facility Location, Directions, and Hours”
- ✓ And so on.....

Legacy’s proposed Automated Information System (AIS) can be **completely customized for Douglas County**.

Feel free to contact the Fresno County Detention Facilities in regards to the superior quality of Legacy's Automated Information System (AIS):

Fresno Detention Facilities – Sheriff’s Office

1265 M Street, Fresno CA 93721

Contact: Sgt. Javier Vital

Phone No: (559) 488-2845

E-Mail: javier.vital@fresnosheriff.org

iCON Continuous Voice Biometrics (Standard **No Cost** iCON™ Feature)



iCON’s ultra-modern Voiceprint Identification/Voice Biometrics feature is available at **no cost** to the County. Unlike some other vendors, iCON’s state-of-the-art Voice Biometrics **does not add additional fees or charges to the inmate call**. Please refer to **requirement 4.3.1.18** for more information.

AccuPIN Inmate PIN Authentication (Optional **No Cost** iCON™ Feature)



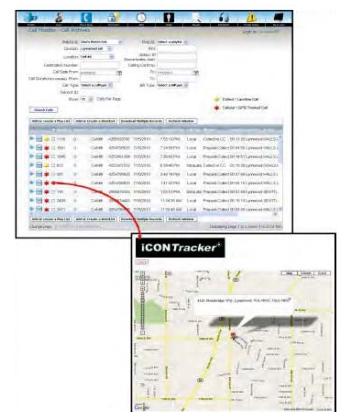
AccuPIN is an enhanced method of authenticating an inmate’s identity and attaching it to their respective call records. AccuPIN requires an inmate to verify their PIN number along with a set of challenge/response questions entered into the Jail Management System at the time of booking. The combination of unique and personal data offers a Protection Profile equal to the National Institute of Standards and technology Level-4 Security. Please refer to **requirement 4.3.1.18** for more information.

Real-Time Cellular Telephone GPS Tracking (Standard **No Cost** iCON™ Feature)



Legacy’s iCON system comes equipped with our state-of-the-art patent pending Cellular Telephone GPS locator. **iCONTracker** utilizes the tracking technology of E911 mobile networks to create the ultimate correctional investigative tracking system. By gathering location-based information on calls placed by inmates to mobile phones, **iCONTracker** provides the correctional investigator and law enforcement community the invaluable opportunity to **pinpoint illegal activities to a physical address, all in real time**.

Through the assimilation of Call Detail Records, inmate information, and location information, **iCONTracker** has the capacity to drastically improve the current investigative and





crime prevention capabilities of the Douglas County Jail by providing powerful insight into criminal activities that may be currently unattainable.

WatchWord+ Audio Mining Word Search Utility (Standard **No Cost** iCON™ Feature)



The iCON system comes equipped with an Audio Mining Word Search utility that we call WatchWord+. **Audio mining can be applied to both Spanish and English telephone calls, video visits and voicemails.**

iCON allows facility investigators to add “keywords” to a Word List dictionary. iCON will then search for the keywords in **all call recordings and voicemails**. If the word is found, they are placed into that particular WatchWord+ list and the investigators are notified by E-Mail, cell phone (SMS text), or landline number. Investigators can search for any word desired—such as “cocaine,” “hit,” “sneak-in,” “hide,” or even slang words, code words, or another inmate’s name. iCON’s WatchWord+ feature utilizes Dragon Audio Mining technology, which supports the absolute best success rate on the market today.

iCON’s WatchWord+ utility can also be used for employee safety or review. Administrators can add employee names and known nicknames to a Watch List category and review call recordings to see if inmates are discussing facility employees. **This utility can uncover inmate plots to attack or threaten employees and their families outside of the facility.**

State-Of-The-Art Cellular Telephone Detection Devices (Optional Service)



If needed, Legacy can provide the County with new PocketHound Cellular Telephone Detectors specifically designed to sniff out cell phones that are being utilized within the facility. This detector is a small pocket concealable wireless sniffer specifically tuned to the RF signature of common cellular telephones including PCS, CDMA / WCDMA, GSM, and Cellular bands. The Detector’s high speed scanning receiver utilizes a multi-band, internal omni-directional antenna system allowing facility personnel to locate all nearby cell phones active using voice, text, or data transmissions. The detector’s compact and discreet design makes it the perfect stealth tool. Legacy can provide these optional devices to Douglas County at \$1,000 per unit (deducted from the first month’s commission check). **Please refer to attached Equipment & Product Catalog for more information.**

Free Re-Entry Calling Cards Every Month (Optional **No Cost** Service)



The Company is offering Douglas County monthly Inmate Re-Entry Calling Cards to provide to inmates upon their release at **no cost** to the County. These Debit Cards can be utilized from outside the facility from any working telephone. This program is designed to help inmates that have been incarcerated for a month or longer make their first contacts upon reentry in to the community. This one-of-a-kind program bodes well with the public. If desired, the County can even designate allowable called numbers for the Re-Entry Cards (e.g., Probation Office, County Public Defender’s Office, and so on).

Inmate Tip Line (Optional No Cost iCON™ Feature)

iCON's inmate tip line enables an inmate to access Legacy's secure Voice Messaging System where they can leave confidential information regarding the mistreatment, harassment, or deviance inflicted by, or upon, a fellow inmate. This service can be provided at no cost to the County.

Security Officer Check-In Utility (Optional No Cost iCON™ Feature)

The iCON system offers an Officer Check-In feature that allows security officers to call in from any inmate telephone during rounds. Each officer will be issued a Personal Identification Number during system implementation. The system will then log the officer's PIN, as well as the date, time, and location of the officer's check-in.

Multi-Level Passwords & User Activity Log

iCON only allows users with an appropriate user access level to monitor calls, listen to call recordings, modify inmate data, generate reports, etc. The system features a User List interface that allows for administrators to designate multi-level passwords ensuring that only designated personnel can view certain (targeted) information contained within the system. User lists can only be defined by Administration level passwords. Standard settings designate the following user levels:

- ✓ **Administrative:** Full access to all iCON utilities including Facility Configuration.
- ✓ **Investigative:** Access to call monitoring, recording, reporting, audio mining, watch (alert) lists, call detail, and downloading.
- ✓ **Finance:** Access to all billing and commission reporting.
- ✓ **Data Entry:** Allows access only to manually enter PINs or other Data.

These user access levels may be changed and customized in any way the County chooses.

Legacy's iCON infrastructure was constructed to be infinitely scalable, allowing for continual system expansion and limitless data storage capacity.

Within the User List interface, Administrators can access the user Activity Logs which provide detailed insight into user actions, times and dates of access, files viewed and modified, workstation used, etc. Legacy's installation and project management team will provide detailed training on how to utilize and implement these multi-level utilities.

Legacy has given paramount consideration to maximizing system security from both inside and outside of the facility. Firewalls are diligently utilized in order to prevent any intrusion into the system. Only those IP addresses with proper authorization rights will be permitted to access the system. Network security levels can be set within the system's Facility Setup interface. Administrators can add, subtract, and define only those IP addresses they feel need to access the system.

[Response continued on the following page.]



User Activity Logs

| User Activity Logs | | | | |
|--------------------|----------------------------------|-----------|-----------------------|-----------------|
| User Name | Description | Record ID | Date/Time | From IP |
| TThompson | Requested to Listen to Recording | 27173299 | 9/13/2012 11:23:52 AM | 216.75.117.226 |
| TThompson | Requested to Listen to Recording | 27219871 | 9/13/2012 11:23:37 AM | 216.75.117.226 |
| TThompson | Requested to Listen to Recording | 25087919 | 9/13/2012 11:22:37 AM | 216.75.117.226 |
| emendez2 | Requested to Listen to Recording | 27388648 | 9/13/2012 11:21:56 AM | 208.179.145.214 |
| TThompson | Requested to Listen to Recording | 25087919 | 9/13/2012 11:21:48 AM | 216.75.117.226 |
| TThompson | Requested to Listen to Recording | 27219871 | 9/13/2012 11:21:41 AM | 216.75.117.226 |
| TThompson | Requested to Listen to Recording | 25087919 | 9/13/2012 11:21:29 AM | 216.75.117.226 |
| TThompson | Requested to Listen to Recording | 27169297 | 9/13/2012 11:21:11 AM | 216.75.117.226 |
| TThompson | Requested to Listen to Recording | 27172468 | 9/13/2012 11:21:06 AM | 216.75.117.226 |
| TThompson | Requested to Listen to Recording | 27388648 | 9/13/2012 11:20:57 AM | 216.75.117.226 |
| TThompson | Requested to Download Recording | 27388220 | 9/13/2012 11:19:49 AM | 216.75.117.226 |
| TThompson | Requested to Listen to Recording | 27388648 | 9/13/2012 11:16:25 AM | 216.75.117.226 |
| TThompson | Requested to Listen to Recording | 27169297 | 9/13/2012 11:14:59 AM | 216.75.117.226 |
| TThompson | Requested to Listen to Recording | 27173299 | 9/13/2012 11:14:24 AM | 216.75.117.226 |
| TThompson | Requested to Listen to Recording | 27169297 | 9/13/2012 11:13:38 AM | 216.75.117.226 |

Track each user and his/her system activity with the User Activity Log feature.

Each User Activity Log displays the following information to positively identify the tasks being performed by each individual User:]

- User Name
- Description of User Session
- Date/Time
- IP Address of Authorized User

Inmate Messaging Services (Optional No Cost iCON™ Feature)

If desired, Legacy can implement its revenue-generating inmate e-mail, voicemail, and video messaging services at the Douglas County Jail. Charges will apply for Inmates and/or Friends & Family and the County will receive a portion of the revenue generated (please see Financial Offer for pricing and commission information). This will provide even more affordable ways for friends and family to stay connected with their incarcerated loved ones. All messages are archived and can be accessed by system administrators for investigative use. Friends and family can set up prepaid messaging accounts quickly and easily by calling our 24-hour customer service number, (888-PAY-4-FAM), or by visiting our website at www.legacyinmate.com.

THE LEGACY KIOSK



Inmates can use the Legacy Kiosk to place telephone calls in just the same way they would using a traditional inmate telephone. Legacy is offering Douglas County a telephone calling commission percentage of either **80%** (to match Option 1 call rates) or **75%** (to match Option 2 call rates).



Inmates can have pre-scheduled, live video chats with approved members of the public. Visitors can use a Legacy Kiosk installed in the lobby of your facility (on-site visitation), or they can visit from the comfort of home (remote visitation). The County will receive **65%** commission on the revenue generated from remote video visitation.



Inmates can receive and reply to voice messages from their friends and family. Each voicemail costs \$1.00. The County will receive a **50%** commission on this service, or \$0.50 per voicemail.



Inmates can receive brief pre-recorded video messages from their loved ones. The cost for this service is \$2.50 per sixty-second video message, of which the County will receive a **50%** commission, or \$1.25 per video message.



Inmates can receive and reply to e-mails from their friends and family. Each e-mail exchange costs \$1.00 (this includes both the message sent and the inmate's reply). The County will receive a **50%** commission on this service, or \$0.50 per e-mail.



Legacy will be happy to assist in creating digital versions of any forms currently used by your facility for inmate management or day-to-day operations. Inmates can fill out forms directly from the kiosk, which will greatly reduce your staff's workload, save paper, and reduce your facility's operational costs.



Inmates can use the Legacy Kiosk to order items from the commissary. Legacy will perform a seamless integration with your current commissary provider to allow for this functionality. This has the potential to greatly reduce your staff's workload and make the commissary ordering process more efficient.



Inmates can use the Legacy Kiosk to access an approved Law Library for your state. This will allow them to prepare for upcoming court dates and educate themselves on their legal rights.

5.2 Proposer's certification form

In addition to the written statement required by Subsection 5.1, the proposer must complete and submit the following Proposer's Certification:

 Legacy has acknowledged, agreed and will comply.

Please see Attachment: Forms & Addenda



FINANCIAL OFFER

Option 1

| Service | Cost to End User | Commission to Douglas County |
|--------------------------------|---|---|
| Telephone Calling | Refer to Option 1 Call Rate Table | 80% (Paid on all inmate calling, including interstate*) |
| Remote Video Visitation | \$0.35 per minute | 65% |
| E-mail | \$1.00 per exchange (includes both the message sent and the inmate's reply) | 50% (\$0.50 per e-mail exchange) |
| Voicemail | \$1.00 per voicemail | 50% (\$0.50 per voicemail) |
| Video Messaging | \$2.50 per video message | 50% (\$1.25 per video message) |

Option 1 Call Rates (Matches your current rates)

| Collect | | |
|--------------------------|-----------|------------------|
| Call Type | Connect | Per Minute |
| Local | \$2.64 | None (Flat Rate) |
| IntraLATA | \$1.96 | \$0.11 |
| InterLATA | \$5.31 | \$0.89 |
| Interstate | None | \$0.25 |
| International | \$4.99 | \$0.99 |
| Friends & Family Prepaid | | |
| Call Type | Connect | Per Minute |
| Local | \$2.64 | None (Flat Rate) |
| IntraLATA | \$1.96 | \$0.11 |
| InterLATA | \$5.31 | \$0.89 |
| Interstate | None | \$0.21 |
| International | \$4.99 | \$0.99 |
| Inmate Debit | | |
| Call Type | Call Type | Call Type |
| Local | None | \$0.25 |
| IntraLATA | None | \$0.30 |
| InterLATA | None | \$0.35 |
| Interstate | None | \$0.21 |
| International | None | \$1.00 |

Option 2

| Service | Cost to End User | Commission to Douglas County |
|--------------------------------|---|---|
| Telephone Calling | Refer to Option 2 Call Rate Table | 75% (Paid on all inmate calling, including interstate*) |
| Remote Video Visitation | \$0.35 per minute | 65% |
| E-mail | \$1.00 per exchange (includes both the message sent and the inmate's reply) | 50% (\$0.50 per e-mail exchange) |
| Voicemail | \$1.00 per voicemail | 50% (\$0.50 per voicemail) |
| Video Messaging | \$2.50 per video message | 50% (\$1.25 per video message) |

Option 2 Call Rates (Reduces your current rates)

| Collect | | |
|--------------------------|-----------|------------------|
| Call Type | Connect | Per Minute |
| Local | \$1.15 | None (Flat Rate) |
| IntraLATA | None | \$0.20 |
| InterLATA | None | \$0.20 |
| Interstate | None | \$0.25 |
| International | \$4.99 | \$0.99 |
| Friends & Family Prepaid | | |
| Call Type | Connect | Per Minute |
| Local | \$1.15 | None (Flat Rate) |
| IntraLATA | None | \$0.20 |
| InterLATA | None | \$0.20 |
| Interstate | None | \$0.21 |
| International | \$4.99 | \$0.99 |
| Inmate Debit | | |
| Call Type | Call Type | Call Type |
| Local | None | \$0.25 |
| IntraLATA | None | \$0.30 |
| InterLATA | None | \$0.35 |
| Interstate | None | \$0.21 |
| International | None | \$1.00 |

***NOTE: Interstate Call Commission:**

Legacy pays commission on *all* inmate calling, including interstate calls. Legacy and its lawyers have carefully reviewed the Federal Communication Commission (FCC)'s recent rulings and we are confident that it is entirely legal to do so. **If a vendor has chosen not to pay commission on interstate calling, it is just that—a choice.** And it is one with their best interest in mind, not yours. In paragraph 56 of the FCC 13-113 Ruling, the FCC clearly states:

“We do **not** conclude that ICS providers and correctional facilities cannot have arrangements that include site commissions. We conclude only that, under the Act, such commission payments are not costs that can be recovered through interstate ICS **rates**... We state only that site commission payments as a category are not a compensable component of interstate ICS **rates**.”

PROJECTED REVENUE FOR DOUGLAS COUNTY

Legacy has used the call volume data provided by the County in the **Example Commission Report** included in its RFP to estimate the revenue Douglas County could generate after switching to Legacy. Based on our experience transitioning similar-sized facilities to our service, we anticipate that your call volume will increase by at least **25%**. This call volume increase has been factored into our estimate.

If the County chooses the **Option 1** call rate and commission structure, it can expect to receive an estimated **\$229,652.28** in telephone calling commissions over the course of the initial three-year contract term, or **\$76,550.76 per month**.

If the County chooses the **Option 2** call rate and commission structure, it can expect to receive an estimated **\$110,067.19** in telephone calling commissions over the course of the initial three-year contract term, or **\$36,689.06 per month**.

These estimates are for the revenue generated from **inmate telephone calling only**. The County can also anticipate additional revenue from the other services Legacy has included in its offer—namely, video visitation, e-mail, voicemail, and video messaging.

THE LEGACY KIOSK

Additional Revenue-Generating Services



Option 1 - Maintains your current call rates. 80%

EXAMPLE COMMISSION REPORT

Refer to Option 1 Call Rate Table

| CALL TYPE | # OF CALLS | # OF MINUTES | COUNTY COMMISSION | VENDOR RATE REVENUE | VENDOR FEE REVENUE |
|----------------------------------|------------|--------------|-------------------|---------------------|---------------------------|
| Advance Pay Interstate Interlata | 219 | 2,150 | \$ 5,418.00 | \$ 6,772.50 | \$ Impossible to |
| Advance Pay Intrastate Interlata | 27 | 250 | \$ 4,390.44 | \$ 5,488.05 | determine since our |
| Advance Pay Intrastate Intralata | 292 | 3,624 | \$ 11,651.52 | \$ 14,564.40 | \$ fees are not charged |
| Advance Pay Local | 1,597 | 25,049 | \$ 50,592.96 | \$ 63,241.20 | \$ per call. |
| Collect Interstate Interlata | 30 | 333 | \$ 999.00 | \$ 1,248.75 | Legacy will charge just |
| Collect Intrastate Interlata | 4 | 33 | \$ 607.32 | \$ 759.15 | \$ 2 fees: |
| Collect Intrastate Intralata | 30 | 192 | \$ 959.04 | \$ 1,198.80 | \$ \$5.95 Prepaid Account |
| Collect Local | 61 | 591 | \$ 1,932.48 | \$ 2,415.60 | \$ Transaction Fee |
| TOTAL: | | | | \$ 95,688.45 | (This fee is charged |
| | | | | | only once per monthly |
| | | | | | invoice (not per call/ |
| | | | | | transaction). It is only |
| | | | | | charged if collect |
| | | | | | call(s) were accepted |
| | | | | | during that month.) |

TOTAL REVENUE TO THE COUNTY: **\$76,550.76 per month**
\$229,652.28 over initial
3-year contract.

Because it is difficult to fully understand a proposed fee/rate pricing structure, please complete the spreadsheet using your numbers to show us how much revenue we would expect to receive on this example of a month's worth of jail phone calls. Do not factor in any govt taxes; however, please account for any additional fees that you would receive (ie. connection fees) that are not included in the County's commission.

Legacy has used the call volume data provided above to estimate the revenue Douglas County could generate after switching to Legacy. Based on our experience transitioning similar-sized facilities to our service, we anticipate that your call volume will increase by at least 25%. This call volume increase has been factored into our estimate.

These estimates are for the revenue generated from inmate telephone calling only. The County can also anticipate additional revenue from the other services Legacy has included in its offer—namely, video visitation, e-mail, voicemail, and video messaging.

Option 2 - Lowers your current call rates. 75%

EXAMPLE COMMISSION REPORT

Refer to Option 2 Call Rate Table

| CALL TYPE | # OF CALLS | # OF MINUTES | COUNTY COMMISSION | VENDOR RATE REVENUE | VENDOR FEE REVENUE |
|----------------------------------|------------|--------------|-------------------|---------------------|----------------------------|
| Advance Pay Interstate Interlata | 219 | 2,150 | \$ 5,079.38 | \$ 6,772.50 | \$ Impossible to |
| Advance Pay Intrastate Interlata | 27 | 250 | \$ 562.50 | \$ 750.00 | \$ determine since our |
| Advance Pay Intrastate Intralata | 292 | 3,624 | \$ 8,154.00 | \$ 10,872.00 | \$ fees are not charged |
| Advance Pay Local | 1,597 | 25,049 | \$ 20,661.19 | \$ 27,548.25 | \$ per call. |
| Collect Interstate Interlata | 30 | 333 | \$ 936.56 | \$ 1,248.75 | \$ Legacy will charge just |
| Collect Intrastate Interlata | 4 | 33 | \$ 74.25 | \$ 99.00 | \$ 2 fees. |
| Collect Intrastate Intralata | 30 | 192 | \$ 432.00 | \$ 576.00 | \$ \$5.95 Prepaid Account |
| Collect Local | 61 | 591 | \$ 789.19 | \$ 1,052.25 | \$ Transaction Fee |
| TOTAL: | | | | \$ 36,689.07 | \$ (This fee is charged |
| | | | | \$ 48,918.75 | \$ once per transaction |
| | | | | | \$ on a Friends & Family |
| | | | | | Prepaid Account. A |
| | | | | | \$ transaction means |
| | | | | | setting up a new |
| | | | | | account or adding |
| | | | | | funds to an account.) |
| | | | | | \$2.49 Bill Statement |
| | | | | | Fee |
| | | | | | (This fee is charged |
| | | | | | only once per monthly |
| | | | | | invoice (not per call/ |
| | | | | | transaction). It is only |
| | | | | | charged if collect |
| | | | | | call(s) were accepted |
| | | | | | during that month.) |

TOTAL REVENUE TO THE COUNTY: 36,689.07 per month
\$110,067.19 over initial
3-year contract.

Because it is difficult to fully understand a proposed fee/rate pricing structure, please complete the spreadsheet using your numbers to show us how much revenue we would expect to receive on this example of a month's worth of jail phone calls. Do not factor in any govt taxes; however, please account for any additional fees that you would receive (ie. connection fees) that are not included in the County's commission.

Legacy has used the call volume data provided above to estimate the revenue Douglas County could generate after switching to Legacy. Based on our experience transitioning similar-sized facilities to our service, we anticipate that your call volume will increase by at least 25%. This call volume increase has been factored into our estimate.

These estimates are for the revenue generated from inmate telephone calling only. The County can also anticipate additional revenue from the other services Legacy has included in its offer—namely, video visitation, e-mail, voicemail, and video messaging.

Option 1 - Maintains your current call rates. 80%

EXAMPLE COMMISSION REPORT

Refer to Option 1 Call Rate Table

| CALL TYPE | # OF CALLS | # OF MINUTES | COUNTY COMMISSION | VENDOR RATE REVENUE | VENDOR FEE REVENUE |
|----------------------------------|------------|--------------|-------------------|---------------------|---------------------------|
| Advance Pay Interstate Interlata | 219 | 2,150 | \$ 5,418.00 | \$ 6,772.50 | \$ Impossible to |
| Advance Pay Intrastate Interlata | 27 | 250 | \$ 4,390.44 | \$ 5,488.05 | determine since our |
| Advance Pay Intrastate Intralata | 292 | 3,624 | \$ 11,651.52 | \$ 14,564.40 | \$ fees are not charged |
| Advance Pay Local | 1,597 | 25,049 | \$ 50,592.96 | \$ 63,241.20 | \$ per call. |
| Collect Interstate Interlata | 30 | 333 | \$ 999.00 | \$ 1,248.75 | Legacy will charge just |
| Collect Intrastate Interlata | 4 | 33 | \$ 607.32 | \$ 759.15 | \$ 2 fees: |
| Collect Intrastate Intralata | 30 | 192 | \$ 959.04 | \$ 1,198.80 | \$ \$5.95 Prepaid Account |
| Collect Local | 61 | 591 | \$ 1,932.48 | \$ 2,415.60 | \$ Transaction Fee |
| TOTAL: | | | | \$ 76,550.76 | \$ (This fee is charged |
| | | | | \$ 95,688.45 | once per transaction |
| | | | | | \$ on a Friends & Family |
| | | | | | Prepaid Account. A |
| | | | | | transaction means |
| | | | | | setting up a new |
| | | | | | account or adding |
| | | | | | funds to an account.) |
| | | | | | \$2.49 Bill Statement |
| | | | | | Fee |
| | | | | | (This fee is charged |
| | | | | | only once per monthly |
| | | | | | invoice (not per call/ |
| | | | | | transaction). It is only |
| | | | | | charged if collect |
| | | | | | call(s) were accepted |
| | | | | | during that month.) |

TOTAL REVENUE TO THE COUNTY: **\$76,550.76 per month**
\$229,652.28 over initial
3-year contract.

Because it is difficult to fully understand a proposed fee/rate pricing structure, please complete the spreadsheet using your numbers to show us how much revenue we would expect to receive on this example of a month's worth of jail phone calls. Do not factor in any govt taxes; however, please account for any additional fees that you would receive (ie. connection fees) that are not included in the County's commission.

Legacy has used the call volume data provided above to estimate the revenue Douglas County could generate after switching to Legacy. Based on our experience transitioning similar-sized facilities to our service, we anticipate that your call volume will increase by at least 25%. This call volume increase has been factored into our estimate.

These estimates are for the revenue generated from inmate telephone calling only. The County can also anticipate additional revenue from the other services Legacy has included in its offer—namely, video visitation, e-mail, voicemail, and video messaging.

Option 2 - Lowers your current call rates. 75%

EXAMPLE COMMISSION REPORT

Refer to Option 2 Call Rate Table

| CALL TYPE | # OF CALLS | # OF MINUTES | COUNTY COMMISSION | VENDOR RATE REVENUE | VENDOR FEE REVENUE |
|----------------------------------|------------|--------------|-------------------|---------------------|----------------------------|
| Advance Pay Interstate Interlata | 219 | 2,150 | \$ 5,079.38 | \$ 6,772.50 | \$ Impossible to |
| Advance Pay Intrastate Interlata | 27 | 250 | \$ 562.50 | \$ 750.00 | \$ determine since our |
| Advance Pay Intrastate Intralata | 292 | 3,624 | \$ 8,154.00 | \$ 10,872.00 | \$ fees are not charged |
| Advance Pay Local | 1,597 | 25,049 | \$ 20,661.19 | \$ 27,548.25 | \$ per call. |
| Collect Interstate Interlata | 30 | 333 | \$ 936.56 | \$ 1,248.75 | \$ Legacy will charge just |
| Collect Intrastate Interlata | 4 | 33 | \$ 74.25 | \$ 99.00 | \$ 2 fees. |
| Collect Intrastate Intralata | 30 | 192 | \$ 432.00 | \$ 576.00 | \$ \$5.95 Prepaid Account |
| Collect Local | 61 | 591 | \$ 789.19 | \$ 1,052.25 | \$ Transaction Fee |
| TOTAL: | | | | \$ 36,689.07 | \$ 48,918.75 |

TOTAL REVENUE TO THE COUNTY: **36,689.07 per month**
\$110,067.19 over initial
3-year contract.

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Fee
(This fee is charged only once per monthly invoice (not per call/transaction). It is only charged if collect call(s) were accepted during that month.)

~~Prepaid Account~~
A transaction means setting up a new account or adding funds to an account.)

\$2.49 Bill Statement Fee